



# Chemehuevi Internet Service Provider (CISP)

## New Customer Sign-Up Form

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### Customer Information

Please fill out the following details to set up your internet service:

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_

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### Select Your Plan

Choose the plan that best suits your needs:

Plan Name	Speed	Monthly Price	Description
Jackrabbit (Standard)	50/15 Mbps	\$40	Ideal for everyday browsing and streaming.
Roadrunner (Enhanced)	100/50 Mbps	\$80	Perfect for heavy usage and multiple users.
Silver Feather (Elder)	15/5 Mbps	\$20	Specially designed for tribal elders.

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### Scheduling and Installation

- **Installation Fee:** A one-time charge of \$100, waived for Chemehuevi Tribal members.
- **Provided Equipment:**
  - CPE Radio
  - ISP Air Cube WiFi Router.
  - CAT5e or CAT6 Network Cable.
  - Roof Mount for the antenna.
- **Replacement Policy:**
  - Damaged equipment will incur a replacement fee:
    - \$100 for each CPE Radio or Router.
    - \$50 for cable repair or replacement.
- **Installation** will be scheduled within 5 business days of form submission.



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### Payment Methods

- Customers will receive a **welcome email** with login details for the user portal, enabling payments via credit or debit card.
  - **Billing Cycle:** Monthly.
  - **Late Payment Policy:** Service will be suspended after 30 days of non-payment. A \$10 reactivation fee will be required to restore service.
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### Disclaimers

1. **Service Suspension:** Accounts overdue by 30 days will be suspended. A \$10 reactivation fee applies to restore service.
  2. **Equipment Liability:** Customers are responsible for the provided equipment. Damaged equipment will incur a replacement fee of \$100 per item (CPE and/or router).
  3. **Installation Fee Waiver:** The \$100 installation fee is waived for Chemehuevi Tribal members.
  4. **Plan Changes:** Customers may request plan changes via the user portal or by contacting customer support.
  5. **Refunds:** No refunds for partial months in cases of suspension, cancellation, or early termination.
  6. **Payment Portal Access:** Access to the user portal will be provided upon successful onboarding.
  7. **Annual Cost Review:** The cost of service will be evaluated yearly with the potential for increases or decreases. Customers will receive a 30-day notice before any cost changes are implemented.
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### Customer Agreement

By signing this form, I agree to the terms and conditions outlined above and authorize the Chemehuevi Tribal to set up my selected internet service.

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_